



County of San Diego
HEALTH AND HUMAN SERVICES AGENCY

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July 27, 2010

RE: San Diego County Psychiatric Hospital (SDCPH) Walk-In Crisis Clinic Moving to Regional Adult and Older Adult Outpatient Clinics Effective September 1, 2010

Dear Provider,

In order to promote better and more easily accessible care around the County, we are restructuring our Adult and Older Adult System of Care. The walk-in outpatient services which have been available at the County's Crisis Walk-in Clinic at the Emergency Psychiatric Unit (EPU) located at the San Diego County Psychiatric Hospital (SDCPH) at 3853 Rosecrans, San Diego, CA 92110 will be decentralized and moved to county and contracted adult and older adult outpatient mental health providers throughout San Diego County regions. This change will be effective September 1, 2010.

Emergency services will remain available after September 1, 2010 and individuals will continue to be able to access emergency psychiatric evaluation services at the EPU. The EPU will be for emergencies only and will not be providing outpatient mental health services such as medication refills.

Please review the details below and contact the following County Mental Health Program Coordinators (PC) with questions regarding this change.

Central & North Central Regions - Virginia West, LCSW	(619) 563-2744
Case Management - Debbie Malcarne, LCSW	(619) 563-2764
East and South Regions - Tabatha Lang, MFT	(619) 563-2741
North Coastal & North Inland Regions - Anna Palid, LCSW	(619) 584-5009

Increased Access to Mental Health Services in Regions

During business hours, designated adult and older adult outpatient mental health clinics will provide walk-in/urgent services in all regions. To facilitate this process, please see attached Zip Code Directory for the list of regional adult and older adult outpatient mental health clinics that will be providing walk-in/urgent services and their hours of operation. The intent is to refer adult and older adult clients to the nearest outpatient mental health clinic to where they reside. Please keep in mind:

- Not all clients who walk-in and who are screened at outpatient clinics will meet criteria to be admitted for services. See enclosure/attachment "Definition of Target Population".

SDCPH Walk-In Crisis Clinic Moving to Regional Outpatient Clinics

July 27, 2010

Page 2 of 2

- Clients who are unfunded and in need of psychiatric hospitalization can be referred to the EPU which will continue to be available 24/7 for assessments and evaluation.
- Clients with Medi-Cal or other insurance and in need of psychiatric hospitalization should be referred to the nearest Lanterman-Petris-Short (LPS) facility or hospital for evaluation.

Referral Procedures

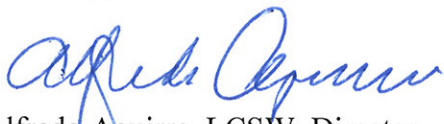
County Mental Health Services has redesigned the county and contracted adult and older adult outpatient mental health clinics to increase walk-in and urgent capacity at their programs for clients that in the past would have been referred to the EPU Walk-In Crisis Clinic to access medication services and urgent/crisis services. The following are procedures to access medication and urgent services in the regions:

- **New patients** – Clients requesting medication evaluation could present at an Outpatient Mental Health Clinic serving their zip code or could call the Access & Crisis Line (ACL) at 1-800-479-3339 for a referral.
- **Fee For Service (FFS) patients** – Clients in treatment with a FFS psychiatrist and in need of medication refill shall be referred to their existing FFS psychiatrist for medication refills and ongoing evaluation of medication needs.
- **Ongoing patients** – Clients in treatment at a contracted or county outpatient mental health clinic who have missed their medication appointment or are in an urgent situation shall be prioritized by the program and provided with medication assessment and refill.
- **Homeless patients** – If the client is homeless, the client shall be referred to the nearest outpatient mental health clinic.

If you have any questions regarding these new procedures, please contact the Program Coordinator sited above.

Thank you for working with us to serve our clients through the County of San Diego Mental Health Plan.

Sincerely,



Alfredo Aguirre, LCSW, Director
Mental Health Services

cc: UBH/OptumHealth San Diego Public Sector

/enclosure(s):

Definition of Target Population

Zip Code Directory